

MSHDA HCV Applicant Portal
Frequently Asked Questions

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MSHDA HCV Applicant Portal Frequently Asked Questions

1. What is the Applicant Portal?

The MSHDA Housing Choice Voucher program Applicant Portal provides an electronic resource for applicants to update their contact information and family composition as well as view the current status of their Housing Choice Voucher program application online.


2. How do I create an account?

First select “Create an Account” from the Applicant Portal home page. Then create a User Name, Password, and complete the form (Password must contain a minimum of 4 characters). To finish, select “Create Account”. Upon completion, a confirmation email will be sent to the email address you’ve provided.



Michigan State Housing Development Authority

Applicant Portal



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Login

Create Account

User Name:

Password:


Confirm Password:

Email:

Last 4 Digits From SSN:

Birth Date:

Last Name:



Type the code from the image

Create Account

Cancel

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3. How do I reset my password?

To reset your password, select the "Forgot Password" link on the Applicant Portal home page. Enter either your username or email address, encryption code, and then select "Send Password". A new password will be sent to the email address on file.

If you do not receive the reset password email or are having difficulties resetting your password, please call our office at 517-241-8986.

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Login

LOG IN

Log In

User Name:

Password:

☐ Remember me next time.

[Create an Account](#)

[Forgot your password?](#)

MESSAGES

Welcome to Applicant Portal. You can use this feature to view and update your waiting list information at any time.

TERMS OF SERVICE

Applicant Portal is intended as a way for you to receive and provide information related to the Housing Choice Voucher Program waiting lists maintained by the Michigan State Housing Development Authority (MSHDA). Information submitted to MSHDA through this website will be considered the same as written information by MSHDA. You are solely responsible for the accuracy and timing of information you submit through this website.

All information contained in this website is provided for the exclusive use of applicants and invited guests of MSHDA and is to be used as an aid for conducting business. MSHDA reserves the right to deny or cancel accounts, monitor, log, or record any activity using these resources. Unauthorized access or misuse of the information contained on the Applicant Portal will result in disciplinary action leading to termination of access and/or prosecution under Federal, State, or Local law.

Use of this website acknowledges that the user accepts the above conditions.

☐ I agree to the Terms Of Service

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Login

Forgot your Username and/or Password

Forgot your Username and/or Password

Enter your Username

or

Enter your Email

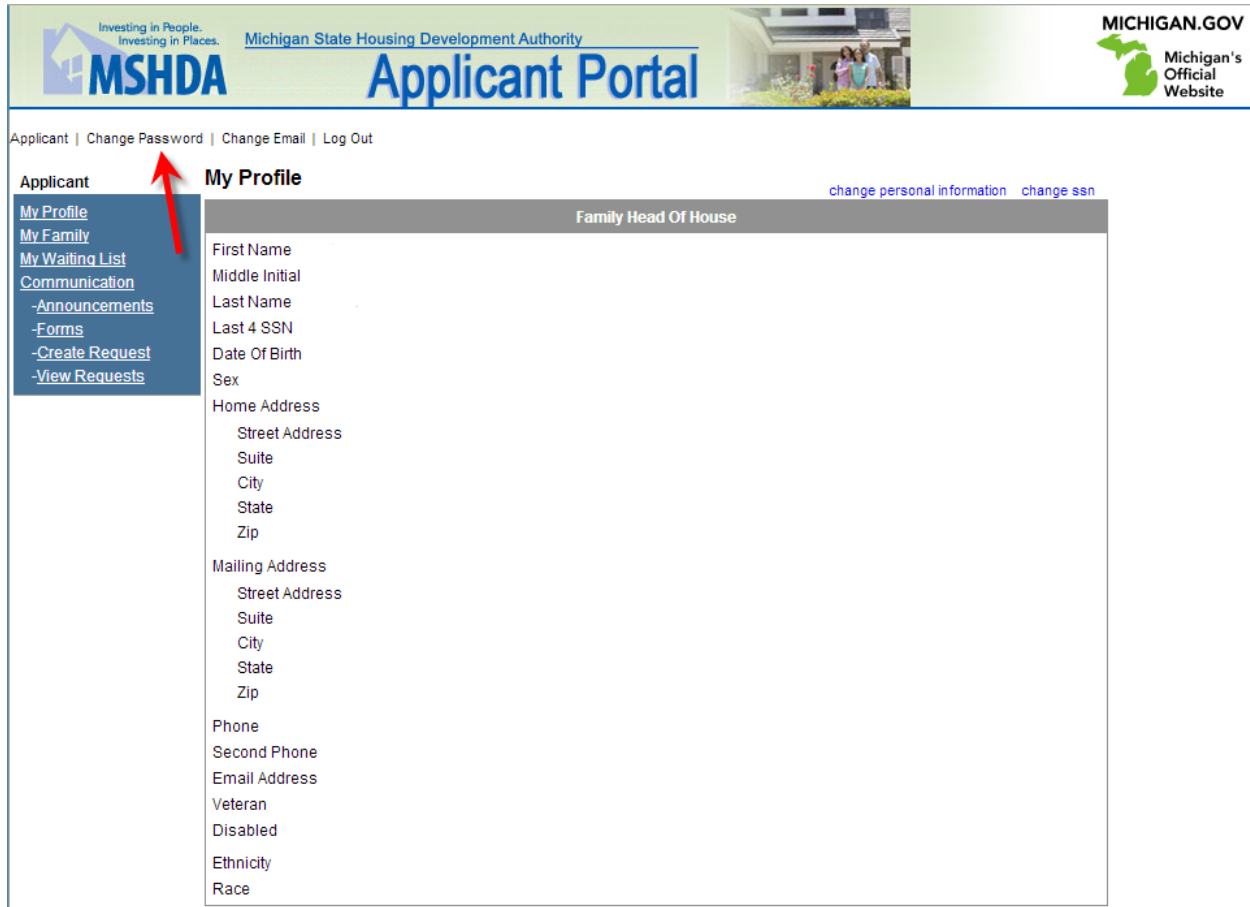
JDG4T

Type the code from the image

MSHDA HCV Applicant Portal Frequently Asked Questions

4. How do I change my password?

Your password can be changed at any time. Log into your Applicant Portal account and select “Change Password” from the menu at the top of the screen. Enter your old password followed by your new password twice and click “Save”. Your password reset will take effect immediately.



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Applicant | [Change Password](#) | [Change Email](#) | [Log Out](#)

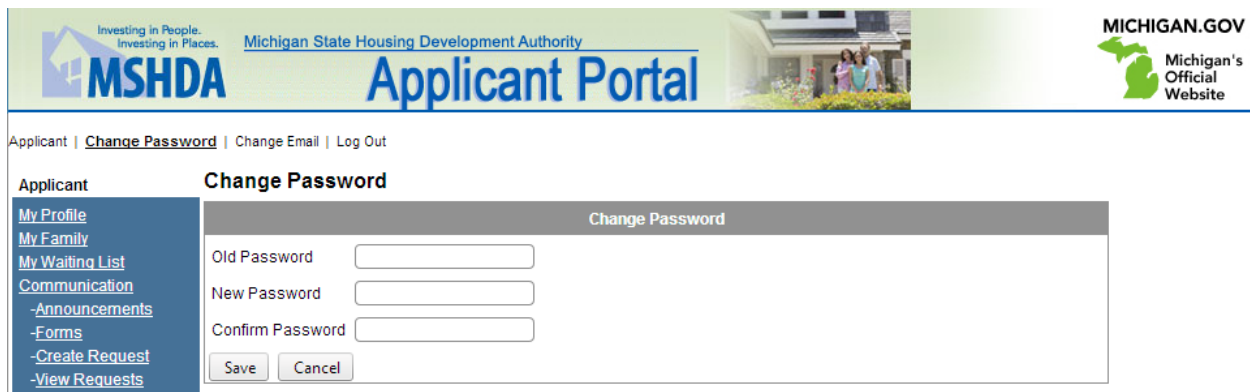
Applicant

- [My Profile](#)
- [My Family](#)
- [My Waiting List](#)
- [Communication](#)
- [-Announcements](#)
- [-Forms](#)
- [-Create Request](#)
- [-View Requests](#)

My Profile [change personal information](#) [change ssn](#)

Family Head Of House

First Name
Middle Initial
Last Name
Last 4 SSN
Date Of Birth
Sex
Home Address
Street Address
Suite
City
State
Zip
Mailing Address
Street Address
Suite
City
State
Zip
Phone
Second Phone
Email Address
Veteran
Disabled
Ethnicity
Race



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Change Password

Change Password

Old Password
New Password
Confirm Password

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5. How do I know where I am on the waiting list?

MSHDA does not release waiting list positions at this time. However, the status on the waiting list will indicate whether you are currently on the waiting list or no longer on the waiting list. If you are currently on the list, when voucher funding becomes available and your name reaches the top of the list, you will be notified by mail of this event. If you find that you are not currently on the waiting list, you must reapply when the list to open to new applications.

6. What does my waiting list status mean?

A status of “Active” indicates that you are currently on the waiting list. It is important to keep your address current and up to date as you will be notified by mail when your name reaches the top of the list.

A status of “Inactive” indicates that you are not currently on the waiting list. You must reapply to the waiting list when applications are being accepted in your area. To see if the waiting list is open in your area, please go to our waiting list page at www.michigan.gov/mshda and select the waiting list icon on the left.

7. I know my password but I cannot log-in, what do I do?

If you are having this issue, there is a good chance that you have been locked out of your account. The Applicant Portal will automatically lock the account after four failed log-in attempts. To unlock your account, please call our offices at 517-241-8986.

8. How do I update my contact information?

Log into your Applicant Portal account and select “My Profile” from the menu on the left. Then select the blue link labeled “Change Personal Information” located in the upper right hand of the screen. A new window will display, enter your new information and click save.

Changes made in the Applicant Portal must be approved by MSHDA staff and will not be displayed on your account for up to 48 hours. To check the status of your request, see “How do I check the status of my request?” below. You will also receive a confirmation email when your request has been processed.

The screenshot shows the MSHDA Applicant Portal interface. At the top, there is a header with the MSHDA logo, the text "Investing in People. Investing in Places.", the Michigan State Housing Development Authority name, and the "Applicant Portal" title. To the right of the header is the Michigan.gov logo. Below the header, there is a navigation bar with links: "Applicant", "Change Password", "Change Email", and "Log Out". The main content area is titled "My Profile" and is divided into two sections. On the left, there is a sidebar menu with links: "My Profile", "My Family", "My Waiting List", "Communication", "-Announcements", "-Forms", "-Create Request", and "-View Requests". The "My Profile" link is highlighted with a red arrow. On the right, there is a form titled "Family Head Of House" with fields for "First Name", "Middle Initial", "Last Name", "Last 4 SSN", "Date Of Birth", "Sex", and "Home Address". In the top right corner of the form area, there are two links: "change personal information" (circled in red) and "change ssn".

MSHDA HCV Applicant Portal Frequently Asked Questions

9. How do I add or remove a family member?

Log into you Applicant Portal account and select “My Family” from the menu on the left. Then select one of the blue links labeled “Add Family Member” or “Remove Family Member” located in the upper right hand of the screen. A new window will display, enter your new information and click save.

Changes made in the Applicant Portal must be approved by MSHDA staff and will not be displayed on your account for up to 48 hours. To check the status of your request, see F.A.Q. # 11 “How do I check the status of my request?” below. You will also receive a confirmation email when your request has been processed.

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Applicant Portal

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Applicant | Change Password | Change Email | Log Out

Applicant

- My Profile
- My Family**
- My Waiting List
- Communication
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- Forms
- Create Request
- View Requests

My Family

[add family member](#) [remove family member](#)

First Name	Last Name	Last 4 SSN	Birth Date	Sex	Disabled	Citizenship
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10. How do I know what preferences I have assigned to my application?

MSHDA currently has a homeless and a residency preference on waiting list applications. This means that homeless applicants will receive priority over resident applicants. Resident applicants will receive priority over non-resident applicants.

To view the preferences assigned to your application, select “My Waiting List” from the menu on the left. Then select the magnifying glass icon next to the “applied on” date. Your preference will be displayed. If no records are found, you do not have either preference and are considered a non-resident.

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My Waiting Lists

Applied On	List	Status	Household Type	Is it Open?
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MSHDA HCV Applicant Portal Frequently Asked Questions

11. How do I check the status of a request?

Requests submitted to MSHDA may take up to two business days before displaying on your account. To check the status of your requests, select “View Requests” from the menu on the left. This screen will display a history of all requests made through the Applicant Portal.

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 - Create Request
 - View Requests

Requests

Type: -- All -- Status: -- All --

	Request Date	Type	Status	Days Since Request	Approved/Denied Date
🔍	6/4/2013	Change Personal Information	Denied	6	6/5/2013
🔍	8/1/2012	Change Personal Information	Approved	313	8/3/2012
🔍	3/28/2012	Change Personal Information	Approved	439	3/29/2012
🔍	3/13/2012	Change Personal Information	Approved	454	3/15/2012

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12. How do I change my email address?

Your email address can be changed at any time. Log into your Applicant Portal account and select “Change Email” from the menu at the top of the screen. Enter your new email address twice and click “Save”. Your email address change will take effect immediately.

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My Profile [change personal information](#) [change ssn](#)

Family Head Of House

First Name
Middle Initial
Last Name
Last 4 SSN
Date Of Birth
Sex
Home Address
Street Address

13. How will I know when I am drawn from the waiting list?

When your name has reached the top of our waiting list, you will receive a letter in the mail informing you of this event. It is critical that you keep your mailing address current. If you cannot be reached by mail, your application will be closed and assistance will be offered to the next person on the waiting list.

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14. I received an error: “Your SSN, Date of Birth and Last Name combination does not exist, please notify your system administrator” What do I do?

After you have confirmed that the information you entered is correct and you are still receiving this error, please contact our office at 517-241-8986.

15. When I try to change my personal information or add/remove a family member, nothing happens when I click on the link.

If you are having this issue, it is likely that your computer is blocking the pop-up window. To work around this, select “Create Request” from the menu on the left. Then select the type of request you would like to make from the drop down menu. The form will display on the screen. Complete the form and click save. Your request has been made.

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Add Request

Send Request

Request Type: -- Please Select --

- Please Select --
- Add Family Member
- Change Family Annual Income
- Change Personal Information
- Change SSN
- Remove Family Member